

MONEY BACK GUARANTEE **TERMS & CONDITIONS**

We are so confident of our service to you that we are prepared to offer a money back guarantee.

One client could not believe that we were the only Motoring Solicitors who would go this far to guarantee our great service. He trawled the internet and found one firm that offered a money back guarantee on the first interview. Big deal. We don't charge for the first interview. He then spoke to the Legal Ombudsman (he was a very determined and helpful client!). Surely it can't be true that no one else is prepared to do this. This is what the Legal Ombudsman said.....

If a client were dissatisfied with the service they had received, then they would be required to explain to the solicitor why they were unhappy and allow the firm an opportunity to investigate the complaint and respond. If the firm finds that their service fell below a reasonable standard, they may offer a remedy to the client in order to resolve their concerns. This remedy may involve apologising, paying compensation, doing additional work, waiving outstanding fees or refunding fees;

So other firms MAY offer a remedy if they fell below a *reasonable* standard. We don't work to a reasonable standard we work to an **exceptional** standard. We spoke to the Legal Ombudsman. They confirmed that the sort of thing we would refund some money for would not be the sort of thing they would consider ordering compensation for. So in other words our standards are a lot higher. Furthermore we wouldn't just apologise. Apologies don't pay the rent. That's why we are the only motoring law firm brave enough, or good enough to make this money back guarantee. If you are thinking of going elsewhere, ask them whether they would be prepared to match our guarantee and put it in writing!!

1. No portion of a money back guarantee can be given due to dissatisfaction with the legal outcome of your case. The money back guarantee can only be given if a client is disappointed with the level of client care provided to them. Our firm is not legally allowed to refund any client due to the outcome of the Court hearing, this would be classed as a 'no win, no fee' which is illegal in this area of law.
2. Any concerns about the client care received must be raised before a request for the money back guarantee, and Forrest Williams must be

given the opportunity to review the client care provided, respond to the concerns, and make a proposal to correct any issues identified.

3. If a client has a concern about ongoing client care for their case, these must be raised before their Court hearing. No refund will be provided for the client care given during the preparation of a case following the outcome at Court. This is to avoid any situations where a person happy with client care but disappointed with a Court outcome may attempt to obtain a refund.
4. All concerns about the client care received should be initially sent to the client's case worker, who will try to resolve any issues. If it is deemed necessary, these concerns will be passed to a senior colleague for further review.
5. Where dissatisfaction is due to the service provided by an advocate at Court, it may be requested that your comments be made in writing and that we ask for the advocate's response to your comments before a final decision is made.
6. Any money refunded to you will be refunded by cheque made payable to the person who has paid the legal fees on the client's behalf, whether that is the client themselves or a third party friend or relative.
7. Any questions about these terms and conditions should be forward to your case worker, who will be more than happy to answer questions and clarify any points.